



EAST VALLEY WATER DISTRICT

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John Mura, General Manager/CEO

NEWS RELEASE

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EAST VALLEY WATER DISTRICT IMPLEMENTS PRECAUTIONARY MEASURES AMID COVID-19 *District Headquarters Closed to Public Effective March 16, 2020*

Highland, Calif., (March 16, 2020) -At East Valley Water District (District) the health and safety of our customers and employees is a top priority. The District is closely monitoring the Centers for Disease Control and Prevention (CDC), and local health agencies for the latest developments related to COVID-19 (coronavirus) and following the guidance of government and public health officials.

Out of an abundance of caution, effective March 16, 2020, the District Headquarters located at 31111 Greenspot Road, Highland, CA 92346 will be closed to the public until further notice. However, District services and facilities will remain operational.

David Smith, Chairman of the East Valley Water District board added “At East Valley, we recognize the essential role that our District plays in providing vital services to our customers and community. We are navigating the rapidly evolving coronavirus developments together and implementing and enhancing safety measures to protect our community and resources.”

As a result of the public closure, the District will not accept in-person payments at the District Headquarters. Customers may continue to make payments utilizing the following options:

- Online through the billing portal:
<https://www.municipalonlinepayments.com/eastvalleywd>
- Mail payment to:
 - P.O. Box 3550
Ontario, CA 91761-0955
- Cash payments at 7-Eleven with PayNearMe
- Payment Drop Box for check or money order payments conveniently located at
 - East Valley Field Office
 - 1155 Del Rosa Ave., San Bernardino, CA 92410
 - District Headquarters
 - 31111 Greenspot Road, Highland, CA 92346
- Pay by Phone
 - Pay with a credit/debit card or checking account over the phone at (909)889-9501 Option 1.

East Valley Water District General Manager/CEO, John Mura, said “With growing concerns over essential supplies like water, we remind our community that water from the tap is safe to drink and use for daily activities.” District staff works diligently to ensure that water provided to the community meets all State and Federal drinking water guidelines. Mura added, “East Valley Water District is prepared to take necessary steps to preserve the quality of life for our customers, employees, and community.”

STEPS THE DISTRICT IS TAKING TO KEEP OUR COMMUNITY SAFE

- Monitoring and following all guidance from the Centers for Disease Control (CDC) and the United States Environmental Protection Agency (EPA), and including taking the steps necessary to reduce the threat of COVID-19 exposure to employees and customers.
- Canceling non-essential District events, community gatherings, and facility rentals until further notice.

STEPS OUR COMMUNITY CAN TAKE

- Sign up for District Alerts at <https://www.eastvalley.org/64/Emergency-Alert> to receive important emergency information.
- Visit www.eastvalley.org for further information on the Districts efforts, which be continually updated. For additional information about the COVID-19, visit the Center for Disease Control and Prevention website at <https://www.cdc.gov/>.

East Valley Water District remains committed to serving our community. The District will be available to assist customers during normal business hours by contacting a Customer Service representative at (909) 889-9501. To report a leak or other water emergencies, please call (909) 889-9501.

East Valley Water District was formed in 1954 and provides water and wastewater services to 104,457 residents within the City of Highland and portions of both the City and County of San Bernardino. EVWD operates under the direction of a 5-member elected Board. More information is available at www.eastvalley.org.

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